MITEL

3300 | Integrated Communications Platform

3300 CITELlink Gateway for Meridian 1 Series Phones

M3904 Phone User Guide

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M3904 Phone User Guide

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About Your Phone

The Mitel® 3300 CITELlink Gateway allows your Nortel Networks™ Meridian 1 phone to work on a Mitel 3300 Integrated Communications Platform (3300 ICP).

When used with a 3300 ICP, your M3904 phone has 16 fixed-function keys (**SUPERKEY**, (Transfer), (Cancel), (Hold), (Handsfree), (Mute), (Message), (Program), **DOWN ARROW**, (Headset), (Directory), (Shift),(Copy), **QUIT**, (Volume Up), Volume Down)) , and six personal keys. Key 18 (see illustration below) is always your Prime Line; the remaining personal keys can be programmed as:

- Features keys (for example, Swap). Only the administrator can program feature keys.
- Speed Call keys You can program speed call keys from your phone.
- Line Appearances. Only the administrator can program line appearances.

Your phone also features display-assisted selection of features and on-hook dialing.

Phone buttons

Button Number	Description
1	Cancel
2	Hold
3	Quit
4	Handsfree
5	Mute
6	Headset
7	Program
8	Message
9	Unused
10	Directory
11	Previous
12	Transfer

13	Shift
14	Unused
15	Copy
16	Next
17	Unused
18	Prime Line
⇧ + 18	Personal key
19, 20, 22	Personal keys
21	Message indicator
23	Personal key
⇧ + 23	Superkey
24	Personal key
⇧ + 24	Down Arrow

Phone status indicators

When line is	**the indicator is**
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your set	Flashing rapidly
On Hold at another set	Flashing rapidly

Conventions

The following conventions are used in this user guide:

- Fixed-function keys are identified by bold uppercase letters (for example, **TRANSFER**).
- Text that appears on the display is identified by double quotes (for example, "Language?").

Using Your Meridian 1 Phone with the 3300 CITELlink Gateway

Please note the following differences in the way your phone now operates:

- You can program speed call numbers as well as enable/disable features using **SUPERKEY**. To navigate through the features, use the ***** and # keys.
- Some features require you to dial a **feature access code**. You can use feature access codes whenever you have dial tone. The feature access codes in this user guide may be different from the ones programmed in your system. Ask your Administrator for the list of feature access codes you can use.
- When you have a message (including new voice mail messages), "Message" appears on the display and the message indicator is lit.

Tips for Your Comfort and Safety

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Customizing Your Phone

Ringer Control

To adjust the Ringer Volume while the phone is ringing:

- Press or .

To adjust the Ringer Volume or Pitch while the phone is idle:

1. Press + 17 (Superkey).
2. Press # (No) until "Ringer Adjust?" appears.
3. Press ***** (Yes).
4. To adjust the ringer pitch, press ***** (Yes). To adjust the ringer volume, press # (No), then ***** (Yes).
5. Press or until you hear the desired ringer pitch/volume.
6. Press # (Save).
7. Press + 17 (Superkey).

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press or .

Speaker Volume Control

To adjust the Speaker Volume when making an on-hook call or when listening to background music:

- Press or .

Display Contrast Control

To adjust the Display Contrast while your phone is idle:

- Press + 18 (Down Arrow).

Feature Keys

To display information about a key:

8. Press ⇧ + 17 (Superkey).
9. Press a personal key.
10. Press ⇧ + 17 (Superkey).

To re-program a personal key:

1. Press ⇧ + 17 (Superkey).
2. Press # (No) until "Personal Keys?" appears.
3. Press ***** (Yes).
4. Press a personal key that isn't a line key.
5. Press ***** (Change).
6. Press # (No) until the desired feature appears.
7. Press ***** (Yes).
8. Press ⇧ + 17 (Superkey).

Language Change

To change the display language:

1. Press ⇧ + 17 (Superkey).
2. Press # (No) until "Language?" appears.
3. Press ***** (Yes).
4. Press ***** (Change).
5. Press # (No) until the desired language appears.
6. Press ***** (Yes).

Making and Answering Calls

Make a call

1. Lift the handset.
2. If you want to use a Non-Prime Line, press a Line Appearance key.
3. Do one of the following:
   - Dial the number.
   - Press a Speed Call key.

Answer a call

- Lift the handset.

  - or -

  Press the flashing Line appearance key and lift the handset.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Dial ***01**.

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset.
2. Dial ****79**.

To Redial a saved number:

1. Lift the handset.
2. Dial ***6***.

Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

To dial a stored Speed Call number:

1. Lift the handset.
2. Press a Speed Call key.

To store a Speed Call number:

3. Press ⇧ + 17 (Superkey).
4. Press a personal key that isn't a line key.
5. Press ***** (Change).
6. Press ***** (Yes).
7. Do one of the following:
   - To enter a new number, dial the number. Press ▭ between digits to create a pause during dialing; press ▭ more than once to lengthen the pause.
   - To enter a trunk flash, press ▭. (See "Call Forward - Remote" on page 16 for more information about the use of this feature.)
8. Press ***** (Save).
9. Press the selected personal key.
10. If you want to make the number private, press ***** (Yes). Otherwise, press # (No).
11. Press ⇧ + 17 (Superkey) to exit, or press a personal key to program another speed call number.

Speed Call - Personal

Note: Personal Speed Call lists must be configured by the Administrator.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial **67**.
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored.
5. Hang up.

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial **58**.

3. Enter an index number between **00** and **09**.

Handsfree Operation

To use Handsfree Operation to make calls:

1. If you want to use a Non-Prime Line, press a Line Appearance key, (the indicator turns on).
2. Dial the number.
3. Communicate by using the speaker and the microphone.

To use Handsfree Operation to answer calls:

1. Press the flashing line key, (the indicator turns on).
2. Communicate by using the speaker and the microphone.

To hang up while using Handsfree Operation:

- Press .

To temporarily disable the microphone during Handsfree Operation:

- Press (the indicator flashes).

To re-enable the microphone and return to the conversation:

- Press (the indicator turns off).

To disable Handsfree Operation:

- Lift the handset.

To return to Handsfree Operation:

1. Press .
2. Hang up.

On-Hook Dialing

To dial without lifting the handset:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Lift the handset.

Auto-Answer

To enable or disable Auto-Answer:

- Press the **AUTO-ANSWER** feature key.

To answer a call when you hear ringback:

- Communicate by using the speaker and the microphone.

  - or -

  Lift the handset.

To terminate a call:

- Press .

  -or-

  Wait for the caller to hang up.

Call Handling

Hold

To place a call on hold:

- Press .

To retrieve a call from Hold:

4. Lift the handset.
5. Press the flashing line key.

To retrieve a call from Hold at another station:

- Press the flashing line key.

  -or-

  Dial ****1** and the number of the station that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press .
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, hang up.
   - To announce the Transfer, wait for an answer, consult, and hang up.
   - To cancel the Transfer, press .

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press .
2. Dial the number of the next party.
3. Wait for an answer.
4. Press .

To leave a Conference:

- Hang up.

Conference Split

To Split a Conference and speak privately with the original party:

1. Press .
2. Dial ***41**.

To return to the conference call:

- Press .

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. Always redirects all incoming calls regardless of the state of your phone. B-Int redirects internal calls when your phone is busy, and B-Ext redirects external calls when your phone is busy. NA-Int redirects internal calls after several rings if you don't answer, and NA-Ext redirects external calls after several rings if you don't answer.

Note: For information about "I Am Here?", see Call Forward - Remote on page 16

To program Call Forward:

1. Press + 17 (Superkey).
2. Press # (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press # (Next) until the desired type of Call Forward appears (see above).
5. Press ***** (Review).
6. If the number is already programmed, press ***** (Change).
7. Press ***** (Program).
8. Dial the destination number.
9. Press + 18 (Down Arrow)to save.
10. Press + 17 (Superkey).

To turn Call Forward on and off (once it has been programmed):

1. Press + 17 (Superkey).
2. Press # (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press # (Next) until the desired type of Call Forward appears.

5. Press ***** (Review).
6. Press ***** (Change).
7. Do one of the following:
   - To turn Call Forward on, press ***** (TurnOn).
   - To turn Call Forward off, press # (TurnOff).
8. Press ⇧ + 17 (Superkey).

Call Forward - Remote

To forward calls from a remote station to your current location:

1. Press ⇧ + 17 (Superkey).
2. Press # (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press # (Next) until "I Am Here" appears.
5. Press ***** (Yes).
6. Dial the extension of the remote station.
7. Press ⇧ + 18 (Down Arrow)to save.

To cancel Call Forward - Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - Remote from the station that was forwarded:

1. Press ⇧ + 17 (Superkey).
2. Press # (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press ***** (Review).
5. Press ***** (Change).
6. Press # (TurnOff).
7. Press ⇧ + 17 (Superkey).

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial **64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial ****73**.
3. Hang up.

Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial ***1***.
3. Dial the extension number.

Messaging - Advisory

To turn Messaging - Advisory on:

1. Press ⇧ + 17 (Superkey).
2. Press # (No) until "Advisory Msgs?" appears.
3. Press ***** (Yes).
4. Press # (Next) until the desired message appears.
5. Press # (TurnOn).

To turn Messaging - Advisory off:

1. Press ⇧ + 17 (Superkey).
2. Press # (No) until "Advisory Msgs?" appears.
3. Press ***** (Yes).
4. Press # (TurnOff).

Messaging - Callback

To leave a Callback Message on a phone when you hear busy or ringback tone:

- Press **MESSAGE**.

To respond to a message waiting condition on your phone:

1. Press **MESSAGE**.
2. Do one of the following:
   - To call the message sender, press # (Call).
   - To erase the message, press ***** (Erase).

To answer a Callback:

- Lift the handset.

Messaging - Cancel Callback

To cancel a Callback:

1. Lift the handset.
2. Dial ***1#**.
3. Dial the number of the called station.
4. Hang up.

Messaging - Cancel All Callbacks

To cancel all Callbacks:

1. Lift the handset.
2. Dial **#1**.
3. Hang up.

Using Advanced Features

Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press #.

To enter an Account Code during a call:

1. Press .
2. Press ****3**.
3. Dial the Account Code digits.
4. Press # (Save).
5. Press .

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the console ID and the Hold Slot number.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Lift the handset.
2. Press ***6**.

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.
2. Dial ****6**.
3. Dial the number of the ringing station.

Campon

To Campon to a busy station:

- Dial **3** or wait for the time-out period to expire.

To retrieve a call when you hear Campon tone:

- Depress the hookswitch momentarily, and then dial ***3**. The current call is put on hold and you are connected to the waiting call.

Do Not Disturb

To activate or deactivate Do Not Disturb:

- Press the **Do Not Disturb** feature key.

- or -

1. Press ⇧ + 17 (Superkey).
2. Press # (No) until "Do Not Disturb?" appears.
3. Do one of the following:
   - To activate Do Not Disturb, press ***** (TurnOn).
   - To deactivate Do Not Disturb, press # (TurnOff).

To activate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial ****5**.
3. Dial the number of the station to which Do Not Disturb is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial **##5**.
3. Dial the number of the station with Do Not Disturb activated.
4. Hang up.

Override

To use Override when you encounter busy or DND tone:

- Dial **2**.

Paging

To use Paging:

1. Lift handset.
2. Press the **Pager** feature key or dial ****9**.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Direct Paging

Direct Paging allows you to page a party through their phone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset call.

To page a party:

1. Lift the handset.
2. Press the **Direct Paging** feature key or dial ***37**.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

If Handsfree Answerback has been turned on at your phone and you receive a Direct Page while your phone is idle, or while you are on a handset call, a handsfree call will automatically be established after a single burst of tone.

The following instructions assume that Handsfree Answerback is not enabled on your phone.

To answer a Direct Page (indicated by a single burst of tone):

- Lift the handset.

  -or-

  Press .

To answer a page while using the handset:

- Press .

To enable or disable Handsfree Answerback:

- Press while the phone is idle.

Music

To turn Music on and off when the phone is idle:

1. Press Press + 17 (Superkey).
2. Press # (No) until "Music?" appears.
3. Do one of the following:
   - To turn the music on, press * (TurnOn).
   - To turn the music off, press # (TurnOff).

Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset.
2. Press the **Direct Paging** feature key or dial ***37**.
3. Do one of the following:
   - To page your prime page group, press **#**.
   - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Lift the handset.
2. Dial ***88**.
3. Do one of the following:
   - To respond to a page from your prime page group, press **#**.
   - To respond to a page from a specific page group, dial the page group directory number.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press .
2. Dial ***57** for a single flash or ***56** for a double flash.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

Tag Call

Tag Call allows you to "tag" any threatening call that you receive. Using this tag, your system administrator can identify the source of the malicious call and provide this information to appropriate personnel or authorities. You can only tag calls during an active two-party call.

Note: Tagging a call unnecessarily may result in fines or other penalties.

To tag a malicious call:

- Press the **Tag Call** feature key.

- or -

1. Press .
2. Dial ***55**.

If the call was successfully tagged "Thank You" is shown on the display; otherwise, "Not Allowed" is displayed.